

Key Travel



The opportunity

Key Travel is a highly respected provider of travel services to the humanitarian, faith and educational sectors and a prolific booker of international rail as an alternative to air travel. Historically they relied heavily on cumbersome legacy systems and practices to make international rail bookings. As a consequence, the process and experience for consultants and customers was often complicated, fragmented, frustrating and slow. Information had to be cross-checked on multiple systems and transferred between them manually using cut and paste.

They urgently needed an easy-to-use rail booking system that was not dependent on specialist skills. A simpler process that would raise productivity, increase flexibility and cut costs.



The solution

Amadeus Rail Display transforms the way international rail is booked. It features ease-of-use and customer service levels that match modern air booking tools. Real-time fares, schedules and availability for multiple railways are all available through this one tool with trip comparisons made easily on a single screen. The graphical user interface is easy to learn and a dream to use.

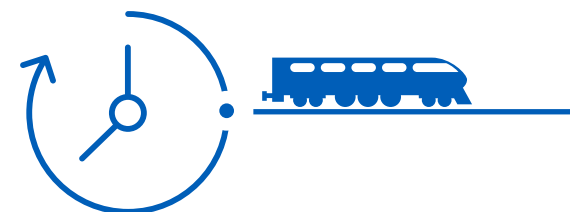
Since implementation the results have seen booking times cut by 50%. User training now takes a matter of hours and clever new features have allowed them to delight customers through improved response times and higher levels of choice and personalisation.

"I would definitely recommend Rail Display. It's the simplicity of it: very easy to use, genuinely intuitive and quick to pick-up. You can be creating international rail bookings straight way. This is a very good tool."

John Barrow, Manager of Rail Booking, Key Travel

"The trip comparison is a really clever piece of kit – compare four trips, quickly prepare a quote then send it as a PDF with your own comments added – so fast, and a more bespoke service for customers."

Angela Isherwood, Senior Product Manager, Key Travel



Rail booking times
reduced by a half

 True Stories
of Transformation

Revolutionising rail booking at Key Travel

Don't miss out on expanding your portfolio to take advantage of the opportunities to sell and provide a slick, customer-friendly international rail booking service. See how easy it was for Key Travel to make rail bookings accessible to all travel consultants and reduce their booking times by a half.